

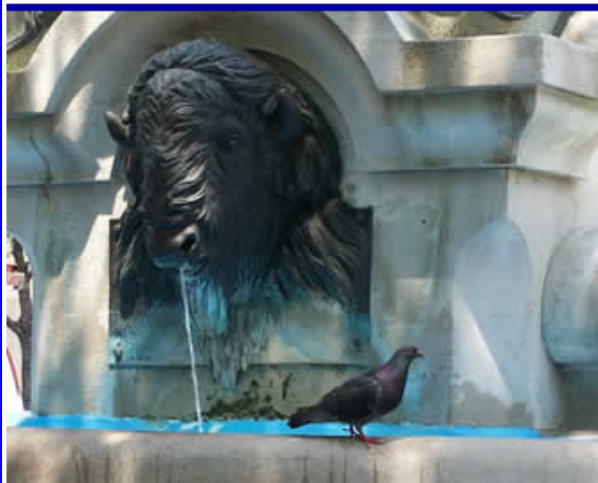
www.IN.gov REPORT CARD

-- PROGRESS NOTES --

Portal Highlights

Hoosiers Find Art in Every Corner of Indiana
www.IN.gov

Featured Photos



Wildlife in Downtown Indianapolis
 Submitted by Julianna Strange

The IN.gov photo contest, introduced in June, captured many different angles of the state of Indiana. In October, the collection of winning entries became *Indiana's Scrapbook*, which is now available on the portal's homepage at www.IN.gov.

-- REMARKS --

Secretary of State UCC Filing

AWESOME! The registration was easy and quick and the submission of data was easy. Wish all the state sites were this easy. Thanks.

- Submitted by D. Micek

DNR's Waterfowl Special Hunt Reservation

The online application process for the reserved waterfowl hunt is great! Nice work. I hope the turkey/deer/game bird reserved hunts are considered for this approach in the future.

- Submitted by J. Dittmer

BMV Vehicle Registration

Online vehicle registration is the BEST! I like the folks who work at my local BMV, but for registrations, you just saved me 2 hours of my life!!!

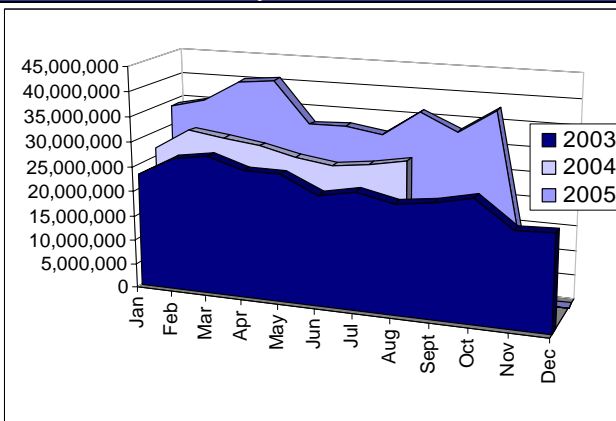
- Submitted by P. Sommers

-- MAKING THE GRADE --

Accesses to www.IN.gov

Month	2005	% change/2004
October	37,808,767	+ 28%

Portal Access History



Most-Visited Agency Sites in October

1.	Hoosier Lottery	3,539,418
2.	General Assembly	2,788,548
3.	Dept. of Natural Resources	2,486,064
4.	IN.gov Navigation Pages	2,256,568
5.	Secretary of State	2,242,500

Usage Statistics

	YTD 2005	change/'04
License Plate Renewal	359,901	+ 10%
Online Hunt/Trap/Fish Licensing	68,013	+ 216%
Retail Point-of-Sale Hunt/Trap/Fish Licensing	931,344	n/a
Campground Reservations	63,907	+ 24%
Professional License Renewal	112,324	+82%
SOS UCC Filings	58,121	+ 6%
Limited Criminal History Search	113,686	+ 17%

IN.gov Features

Streamlining the Department of Labor labor.IN.gov

In an effort to streamline the Department of Labor Web site, several updates and enhancements were made in October. Enhancements included:

- ◆ Adding a press and an event calendar
- ◆ Updating the Child Labor and INSafe Web sites to reflect the common look and feel of the Dept of Labor Web site
- ◆ Consolidating all sub-agency links into one links page, accessible via www.IN.gov/labor

Easy Learning dnr.IN.gov

The Natural Resources Education Center (NREC), through the Department of Natural Resources (DNR), added a press and event calendar system to capture news releases and upcoming happenings. In addition to these calendars, the navigation within NREC was restructured to increase usability.

Weatherize To Help Rising Heating Expenses www.IN.gov/gov

With the winter heating season expected hit Hoosier pocketbooks hard, an October 13 press release by Governor Mitch Daniel's urged Hoosiers to weatherize their homes and/or consider budget billing programs. Weatherization tips, information on energy efficiency and budget billing is available through many sites on the IN.gov portal:

- ◆ www.IN.gov/gov (Governor)
- ◆ www.IN.gov/lgov (Lieutenant Governor)
- ◆ iurc.IN.gov (Utility Regulatory Commission)
- ◆ www.IN.gov/oucc (Office of Utility Consumer Counselor)
- ◆ www.IN.gov/fssa (Family and Social Services Administration)

Obesity Prevention at the 2005 Health Summit isdh.IN.gov and INShape.IN.gov



The screenshot shows the INShape Indiana website. The header includes navigation links: The Challenge | Nutrition | Physical Activity | Tobacco | Success Stories | Partners | Health Summit | Help. The main content area is titled "2005 Health Summit: Obesity Prevention". It features a photo of a young boy and text explaining the summit's purpose: "To combat the negative health effects of Hoosiers being overweight and obese, INShape Indiana hosted a Health Summit on obesity prevention on October 27 in Indianapolis in partnership with Anthem Blue Cross and Blue Shield. Indiana ranks ninth in the nation for obesity." It also mentions that approximately 400 individuals representing more than 50 counties and greater than 200 organizations participated. Below the text are links for "Archived Video" and "Archived Audio". A section titled "Healthy Habits for Healthy Kids" describes a new resource developed by the American Dietetic Association, reviewed by more than 200 physicians, and a panel of registered dietitians. It mentions that 500 thousand copies of the brochure will be distributed. At the bottom, there is a link for "2005 Health Summit Presentations" and a small note about a power point presentation.

In support of Governor Mitch Daniel's INShape Indiana program, the 2005 Health Summit on October 27 focused on obesity prevention within communities. To view archived video and audio Web casts of the Summit, visit isdh.IN.gov.



The screenshot shows the INShape Indiana website. The header includes the INShape Indiana logo and the text "Governor Mitch Daniels". The main content area features a photo of Governor Mitch Daniels, State Health Commissioner Judith A. Monroe, M.D., and several participants of the health summit. To the right of the photo is text stating: "State Health Commissioner Judith A. Monroe, M.D. meets with Governor Mitch Daniels and a few participants of INShape Indiana's health summit 'Obesity Prevention: A Commitment to Act' on October 27 in Indianapolis. Learn more about how the Summit brought communities together to eliminate obesity in Indiana, and how you can be part of the solution. [Click here](#) to review materials covering the Summit."

-- HISTORY LESSON --

Quick IN.gov Facts

- www.IN.gov (*accessIndiana*) is the State's official Web portal.
- The portal has more than 300,000 pages of information and hundreds of interactive services.
- 99 percent of all information and services available at IN.gov are free to the public.
- In 2004, portal accesses reached over **336 million**, averaging more than 28 million per month. This represents a **19 percent increase** in usage over 2003, during which accesses totaled more than 280 million.
- Portal accesses topped **40 million** – an all-time record – in April 2005.
- IN.gov adheres to strict privacy, security, and accessibility policies, which may be found at: portalpolicies.IN.gov
- Everything you ever wanted to know about IN.gov can be found at (where else?) www.about.IN.gov, including statistics, business model information, portal services for government partners, a media center and success stories.

Awards & Recognition

- *accessIndiana* placed **3rd** in the Center for Digital Government's 2005 **Best of the Web**
- *accessIndiana* placed **2nd** in the Center for Digital Government's 2004 **Best of the Web**
- The Indiana State Department of Health won the 2004 **Gold Award for Excellence** from the National Public Health Information Coalition.
- Indiana received a **4th place** ranking in the 2004 Center for Digital Government's **Digital States Survey**
- The BMV Digitally Certified Driving Records service received the 2004 **MIT Digital Government Innovation Award**.
- *Who's Your Legislator?* was honored with the Indiana Geographic Information Council 2004 **Award for Achievement** in GIS.
- *accessIndiana* received **3rd place** in the 2003 **Brown University eGovernment Study**.
- *accessIndiana* received **3rd place** in the Center for Digital Government's 2003 **Best of the Web** contest (4th place in 2002).
- *accessIndiana* was **ranked 6th** in the Center for Digital Government's 2003 **Digital State Legislatures Survey**.
- *accessIndiana* was recognized as a **Best of Breed** by the Center for Digital Government in January 2003.
- **The Indiana Department of Revenue's I-File service** was named the overall winner in the 2003 National Electronic Commerce Coordinating Council (NECCC) **Value in Technology Achievement** awards.

accessIndiana Branding Strategy

The portal's branding and marketing strategy can be summed up in one statement: "If it's not **IN.gov**, it's not official". To assist agencies in transitioning to the IN.gov brand, a URL branding request form (www.IN.gov/webaddress) is available to all state agencies, boards and commissions as well as all local jurisdictions of governments. All requests are electronically reviewed by a team comprised of State eGovernment champions. This team not only approves requests based on uniformity to the suggested standards, but also ensures that "umbrella" URLs are viewed from an enterprise perspective. An umbrella URL is used to brand a "mini-portal" that pulls together related information from a variety of sources. For example, www.HR.IN.gov was created to help human resources professionals find relevant employment-related services from a single location.

Business Model & Partnership

- The *accessIndiana* portal was introduced in December 1995.
- Indiana Interactive, a subsidiary of NIC, was chosen as the private partner to manage *accessIndiana* in 1995. NIC maintains long-term outsourcing contracts with 16 states.
- A public-private partnership model is used to manage the portal, with primary funding for the portal coming from the assessment of modest convenience fees (called "Enhanced Access Fees") to end users (primarily businesses) for a select set of services. Traditional means of access are still available to those who prefer not to pay the Enhanced Access Fees.
- Indiana Interactive employs 29 full-time staff, with 2004 operating expenses of about \$2.8 million, of which none were appropriated through the General Assembly.
- All state departments, agencies, boards and commissions have a Web presence on the portal, gaining efficiencies and economies by providing information online.
- More than **44 percent** of accesses to the portal occur while government offices are closed.
- The Next-Generation Portal "common look and feel" initiative allows for each agency Web site to have a common navigational structure and design. This gives visitors a familiarity among state Web sites that is user-focused, not organizationally focused and compliant with state and federal accessibility standards.